



## Appendix

# TROUBLESHOOTING NOTES



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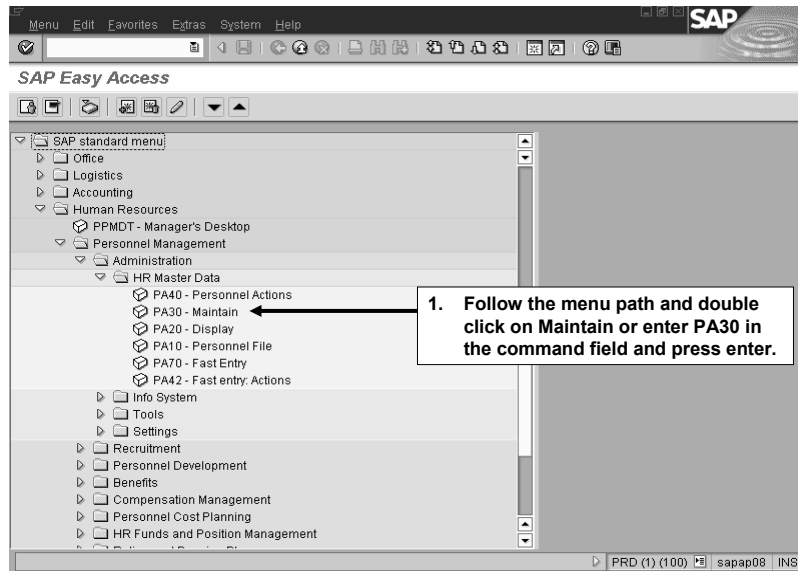


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# TROUBLESHOOTING NOTE #1



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**HOW TO USE THE NAME SEARCH FUNCTION -**  
This procedure provides instruction on how to use the name search function.



# TROUBLESHOOTING NOTE #1

Personnel no. ☐ **2. Click on the radio button**

From

Action Type	Personnn.	EE group	EE subg.
Hire			
Hire Board or Commission Membr			
Rehire			
Re-employment of Retiree			
Change in Pay/Posn Attributes			
Transfer			
Promotion/Demotion			
DROP			
LWOP - Inactive Status			
Return from Leave			
Termination			
Retirement			
Concurrent Employment			
Terminate Concurrent Empl.			

ETR (1) (510) sapetr INS

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## TROUBLESHOOTING NOTE #1

HR master data Personnel Number (1)

Personal ID number Organizational assignment Last name - First name

Last name

First name

Maximum no. of hits 500

4. Enter the employee's last and/or first name.

3. To search by the employee's name, select the 'Last name-First name' tab.

5. Click Start search.

Direct selection

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**Note:** If you are unsure of the spelling of the employee's name, enter one or two letters followed by an asterisk (i.e. Da\*).



# TROUBLESHOOTING NOTE #1

HR master data ☐ Personnel Number (1) 500 Entries found

7. Click Copy. ☐ number ☐ Organizational assignment ☒ Last name - First name

Maintain HR

Last na...	First name	Title	Birth date	Pers.no.	Start date	End date
DFA-Ex	Bob101		10/31/1960	00050116	10/31/1960	12/31/9999
DFA-Ex	Bob102		10/31/1960	00050117	10/31/1960	12/31/9999
DFA-Ex	Bob103		10/31/1960	00050118	10/31/1960	12/31/9999
DFA-Ex	Bob104		10/31/1960	00050119	10/31/1960	12/31/9999
DFA-Ex	Bob105		10/31/1960	00050120	10/31/1960	12/31/9999
DFA-Ex	Bob106		10/31/1960	00050121	10/31/1960	12/31/9999
DFA-Ex	Bob107		10/31/1960	00050122	10/31/1960	12/31/9999
DFA-Ex	Bob108		10/31/1960	00050123	10/31/1960	12/31/9999
DFA-Ex	Bob109		10/31/1960	00050124	10/31/1960	12/31/9999
DFA-Ex	Bob110		10/31/1960	00050125	10/31/1960	12/31/9999
DFA-Ex	Bob111		10/31/1960	00050126	10/31/1960	12/31/9999
DFA-Ex	Bob112		10/31/1960	00050127	10/31/1960	12/31/9999
DFA-Ex	Bob113		10/31/1960	00050128	10/31/1960	12/31/9999
DFA-Ex	Bob114		10/31/1960	00050129	10/31/1960	12/31/9999
DFA-Ex	Bob115					1/9999
DFA-Ex	Bob116					1/9999
DFA-Ex	Bob117					1/9999
DFA-Ex	Bob118		10/31/1960	00050133	10/31/1960	12/31/9999
DFA-Ex	Bob119		10/31/1960	00050134	10/31/1960	12/31/9999
DFA-Ex	Bob120		10/31/1960	00050135	10/31/1960	12/31/9999
DFA-Ex	Bob121		10/31/1960	00050136	10/31/1960	12/31/9999

6. Highlight the name of the employee.

More than 500 input options

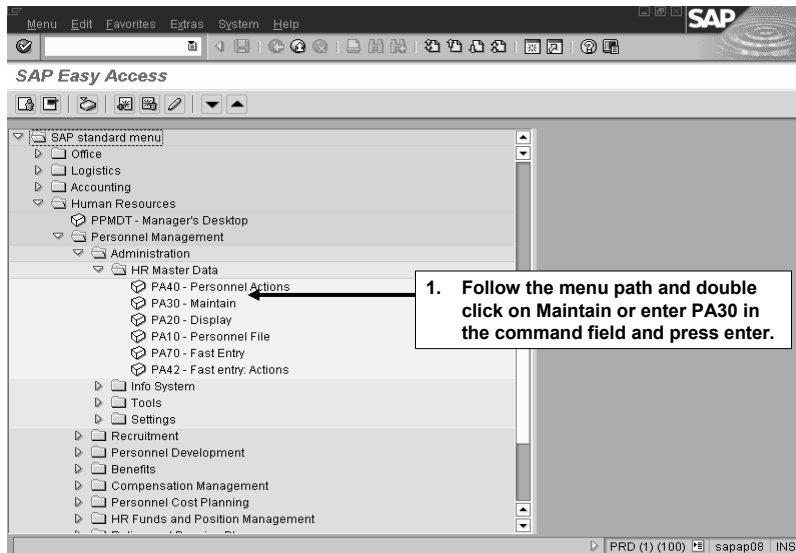
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## TROUBLESHOOTING NOTE #2



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**CORRECTION OF HIRE DATE (PA30) - This procedure provides instruction on how to correct a hire date. This procedure can only be performed by the Agency if the error was found on the same day the hire action was initiated and before time evaluation was processed. If an incorrect hire date was found at any other time, contact the AASIS Help Desk at 683-2255.**

The person with the role of Agency Personnel Management should contact the Agency Benefits Specialist, Agency Time Specialist and the Agency Payroll Systems Management of the incorrect hire date if not corrected on the same day.



## TROUBLESHOOTING NOTE #2

The screenshot shows the SAP 'Maintain HR Master Data' interface. At the top, a menu bar includes 'HR master data', 'Edit', 'Goto', 'Extras', 'Utilities', 'Settings', 'System', and 'Help'. Below the menu is a toolbar with various icons. The main window title is 'Maintain HR Master Data'. A text box at the top left contains 'Personnel no.' with the value '11000'. A callout box labeled '3. Enter' points to this field. To the right, a callout box labeled '2. Enter personnel number.' points to the same field. Below the personnel number, the 'Name' field contains 'Turner, Quantez'. Other fields include 'EE group' (1), 'Regular State' (Regular State), 'Pers.area' (FA01), 'DFA' (DFA), 'EE subgroup' (UE), 'Employee' (Employee), 'Cost Center' (383250), and 'Dept. of Mystery' (Dept. of Mystery). The 'Personal Data' tab is selected, showing a list of infotypes on the left: 'Infotype text', 'Actions', 'Personal Data', 'Organizational Assignment', 'Addresses', 'Basic Pay', 'Family Member/Dependents', 'Residence Status', 'Additional Personal Data', and 'Communication'. The 'Period' section on the right has radio buttons for 'Period', 'Today', 'All', 'From curr.date', 'To current date', 'Curr.period', 'Curr.week', 'Current month', 'Last week', 'Last month', and 'Current Year'. A 'Choose' button is also present. At the bottom, the 'Direct selection' section shows 'Infotype' and 'STy'.

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## TROUBLESHOOTING NOTE #2

HR master data Edit Goto Extras Utilities Settings System Help

Delete personnel no.  
Change payroll status  
Change entry/leaving date  
Call employee

**Maintain HR Master Data**

Personnel no. 1500  
Name Turner, Quantez  
EE group 1 Regular State ... Pers.area FA01  
EE subgroup UE Employee Cost Center 383250

Personal Data Addtl. Employee Data Employment Issues Career Manage...

Infotype text  
Actions  
Personal Data  
Organizational Assignment  
Addresses  
Basic Pay  
Family Member/Dependents  
Residence Status  
Additional Personal Data  
Communication

Period  
Fr. To  
Today Curr.week  
All Current month  
From curr.date Last week  
To current date Last month  
Curr.period Current Year  
Choose

Direct selection  
Infotype STy

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## TROUBLESHOOTING NOTE #2

InfoType Edit Goto Extras System Help

**Change Actions**

**6. Enter** **7. Save**

Pers.No. 1500

Name Turner, Quartez

EE group 1 Regular State Em... Personnel ar FA01 DFA

EE subgroup UE Employee SSN 432-54-1442

Start 09/20/2004 12/31/9999 Chng 10/15/2004 GLORR

**5. Enter the correct date in the 'Start' field.**

Personnel action

Action Type Hire

Reason for Action 01 New Hire

Status

Customer-specific No Concurrent Employment

Employment Active

Special payment Standard wage type

Organizational assignment

Position 22076990 MANAGEMENT PROJECT ANA...

Personnel area FA01 DFA

Employee group 1 Regular State Empl.

Employee subgroup UE Employee

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## TROUBLESHOOTING NOTE #2

**Change Actions**

LE Postpone action

Action: ZF Hire

Pers.No. Original date 09/20/2004

Name New date 09/21/2004

EE group

EE subgroup

Infotype records

Start	Infity	Text	Su...	Start	End	New start	New end
	0001	Organizational Assignm...		09/20/2004	12/31/9999	09/21/2004	12/31/9999
Personnel	0002	Personal Data		09/20/2004	12/31/9999	09/21/2004	12/31/9999
Action Typ	0006	Addresses	1	09/20/2004	12/31/9999	09/21/2004	12/31/9999
Reason f	0006	Addresses	90	09/20/2004	12/31/9999	09/21/2004	12/31/9999
	0007	Planned Working Time		09/20/2004	12/31/9999	09/21/2004	12/31/9999
Status	0008	Basic Pay	0	09/20/2004	12/31/9999	09/21/2004	12/31/9999
Customer	0009	Bank Details	0	09/20/2004	12/31/9999	09/21/2004	12/31/9999
Employment	0017	Travel Privileges		09/20/2004	12/31/9999	09/21/2004	12/31/9999
Special p	0041	Date Specifications		09/20/2004	12/31/9999	09/21/2004	12/31/9999
	0077	Additional Personal Data		09/20/2004	12/31/9999	09/21/2004	12/31/9999
Organizati	0094	Residence Status		09/20/2004	12/31/9999	09/21/2004	12/31/9999
Position	0171	General Benefits Inform...		09/20/2004	12/31/9999	09/21/2004	12/31/9999
	0207	Residence Tax Area		09/20/2004	12/31/9999	09/21/2004	12/31/9999
Employee				09/20/2004	12/31/9999	09/21/2004	12/31/9999

9. Click the green check.

8. Click to select all infotypes.

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Note: After step 8, use the scroll down bar to verify that all the infotypes were selected. If not, click on the box next to the infotype to select. You must be sure all infotypes are selected, so they will be changed.



## TROUBLESHOOTING NOTE #2

**Change Actions**

Info type: Edit, Goto, Edits, System, Help

Execute info group | Change info group

Pers No. 1500  
Name Turner, Quantez  
EE group 1 Regular State Em. Personnel ar FA01 DFA  
EE subgroup HE Employee SSN 432-54-1442  
Start Postpone action

Action ZF Hire  
Original date 09/20/2004  
Action Tye  
New date 09/21/2004  
Reason f

Status  
Customer  
Employment  
Special p  
Organiza  
Position  
Personne  
Employee  
Employee

Infotype records

Inf	Test	Qu	Start	End	New start	New end
0001	On	Postpone action				
0002	Pe					
0006	Ad					
0006	Ad					
0007	Pla					
0008	Basic Pay	0	09/20/2004	12/31/9999	09/21/2004	12/31/9999
0009	Bank Details	0	09/20/2004	12/31/9999	09/21/2004	12/31/9999
0077	Additional Personal Data		09/20/2004	12/31/9999	09/21/2004	12/31/9999
0094	Resid		09/21/2004	12/31/9999		
0171	Gene		09/21/2004	12/31/9999		
0207	Residence Tax Area		09/20/2004	12/31/9999	09/21/2004	12/31/9999
0302	Additional Actions		09/20/2004	09/20/2004	09/21/2004	09/21/2004
0302	Additional Actions		09/20/2004	09/20/2004	09/21/2004	09/21/2004

Additional start date 09/20/2000  
09/20/2000  
09/20/2000

10. Click Continue.

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## TROUBLESHOOTING NOTE #2

InfoType Edit Data Entries System Help

Copy Addresses

11. Click on 'Next record'.

Personnel No	1500	Name	Turner	Status	Active
EE group	1	Regular State Em...	Personnel ar	FA91	DFA
EE subgroup	UC	Employee	SSN	432-54-1442	
Start	10/21/2004	to	12/31/9999		

Address

Address type Permanent residence

Address line 1 2119 sulphur springs

Address line 2

City Little Rock

State/Zip Code AR Arkansas 72204

Country Key USA

Telephone number

Communications

Type	Number	Ext
Type	Number	Ext
Type	Number	Ext
Type	Number	Ext

Additional fields

Address Release Flag

DO NOT CHANGE THIS SCREEN. THIS INFORMATION IS ALREADY STORED AND WILL CAUSE ERRORS IF CHANGED.

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## TROUBLESHOOTING NOTE #2

InfoType Edit Sort Extras System Help

**Create Adjustment Reasons**

Personnel No 1500 Name Turner Status Active

EE group 1 Regular State Em. Personnel ar FA01 DFA

EE subgroup UE Employee SSN 432-54-1442

Start 09/20/2004 to 10/20/2004

Adjustment Reason Data

Benefit area State of Arkansas-US

Adjustment reason New Hire Enrollment

Go to enrollment

Do you want to go to enrollment?

Yes

No

Cancel

Record created

12. Click No to continue



## TROUBLESHOOTING NOTE #2

InfoType Edit Goto Extras System Help

Change Residence Tax Area

Personnel No. 1569 Name Turner Status Active  
EE group 1 Regular State Em. Personnel ar FA01 DFA  
EE subgroup VE Employee SSN 432  
Start 09/21/2004 to 12/31/9999 Chg

14. Click Copy.

Resident data  
Tax area AR

Tax Authorities in Area

Tax	Description	T	Description
AR	Arkansas	B	State
FED	Federal	A	Federal

13. Select the appropriate tax area.

Tax Area (1) 3 Entries Found

Tax Ar...	Description	PostalCode	PostalCode	Start date	End Date
AR	State of Arkansas	71600-0000	72999-9999	01/01/1980	12/31/9999
AR01	Texasiana, Arkansas	71600-0000	72999-9999	01/01/1980	12/31/9999
FED	Federal	00000-0001	99999-9999	01/01/1980	12/31/9999

3 Entries Found

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## TROUBLESHOOTING NOTE #2

InfoType Edit Goto Extras System Help

**Create Adjustment Reasons**

Personnel No 1500 Name Turner Status Active

EE group 1 Regular State Em. Personnel ar FA01 DFA

EE subgroup UE Employee SSN 432-54-1442

Start 09/20/2004 to 10/20/2004

Adjustment Reason Data

Benefit area State of Arkansas-US

Adjustment reason New Hire Enrollment

Go to enrollment

Do you want to go to enrollment?

Yes

No

Cancel

15. Click No to continue

Record created

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## TROUBLESHOOTING NOTE #2

InfoType Edit Goto Extras System Help **SAP**

Change Work Tax Area

16. Click 'Next record'.

Personnel No.	1500	Name	
EE group	1 Regular State Em.	Personnel ar	FA01 DFA
EE subgroup	06 Employee	SSN	432-54-1442
Start	09/21/2004	to	12/31/9999
		Chg.	10/18/2004 OLORR

Work tax data

Tax Area	AR	State of Arkansas
Allocation	100.00	%

Tax Authorities in Area

Tax	Description	T	Description
AR	Arkansas	9	State

**DO NOT CHANGE THIS SCREEN. THIS INFORMATION IS ALREADY STORED AND WILL CAUSE ERRORS IF CHANGED.**

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## TROUBLESHOOTING NOTE #2

The screenshot shows the SAP 'Change Unemployment State' screen. The interface includes a menu bar (Infotype, Edit, Goto, Extras, System, Help) and a toolbar. The main data area contains the following fields:

Personnel No.	1500
EE group	1 Regular State Em
EE subgroup	UE Employee
Start	09/21/2004
End	12/31/9999
Chg.	10/20/2004 6LORR

Below the main data area is the 'Unemployment data' section with fields for 'Tax authority' (AR) and 'Worksite' (Arkansas).

A callout box with the text '17. Click 'Next record'.' points to the 'Next record' button in the toolbar.

A large thought bubble contains the warning: 'DO NOT CHANGE THIS SCREEN. THIS INFORMATION IS ALREADY STORED AND WILL CAUSE ERRORS IF CHANGED.'

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## TROUBLESHOOTING NOTE #2

Infotype Edit Goto Extras System Help **SAP**

Create Withholding Info W4/W5 US

Personnel No 1500 **18. Click 'Next record'.**

EE group 1 Regular State Em. Personnel at 1,001 DKA

EE subgroup UE Employee SSN 432-54-1442

Start 09/21/2004 to 12/31/9999

Status

Tax authority AR Arkansas Tax level B State

Filing Status ☒ S

Exemptions

Allowances

Additional allowance Exemption amount

Personal allowance Additional exemption amount USD

Dependent allowance

Tax exempt indicator ☐ IRS mandates

Withholding adjustments

Additional withholding USD

Default formula 3 WITHHOLDING FOR Alternate formula

Earned Income Credit filing status

EIC status

Overrides (from Infotype 234)

From date	End Date	Supplemental met.	Tax override	Certificat.

DO NOT CHANGE  
THIS SCREEN.  
THIS  
INFORMATION IS  
ALREADY  
STORED AND  
WILL CAUSE  
ERRORS IF  
CHANGED



## TROUBLESHOOTING NOTE #2

InfoType Edit Goto Extras System Help SAP

Create Withholding Info W4/W5 US

19. Click 'Next record'.

Personnel No.	1598	Name	Turner	Status	Active
EE group	1	Regular State Em.	Personnel ar	FA01	DFA
EE subgroup	UE	Employee	SSN	432-54-1442	
Start	09/21/2004	to	12/31/9999		

Status

Tax authority  Federal Tax level ☒ Federal

Filing Status

Exemptions

Allowances

Tax Exempt Indicator ☐ IRS mandates

Withholding adjustments

Add withholding  USD

Default formula ☒ PERCENTAGE M.. Alternative formula

W-5 filing status

EIC status

Overrides (from InfoType 0234)

From date	End Date	Supplemental met.	Tax override	Em.

DO NOT CHANGE  
THIS SCREEN.  
THIS  
INFORMATION IS  
ALREADY  
STORED AND  
WILL CAUSE  
ERRORS IF  
CHANGED



## TROUBLESHOOTING NOTE #2

The screenshot shows the SAP HR Master Data maintenance interface. At the top, a menu bar includes 'HR master data', 'Edit', 'Goto', 'Extras', 'Utilities', 'Settings', 'System', and 'Help'. The title bar reads 'Maintain HR Master Data'. Below this, a data entry section contains fields for 'Personnel no.' (1500), 'Name' (Turner, Quantez), 'EE group' (1 Regular State), 'Pers area' (FAB1 DFA), 'EE subgroup' (UE Employee), 'Cost Center' (383250), and 'Dept of Mystery'. A tabbed interface below shows 'Personal Data', 'Addtl. Employee Data', 'Employment Issues', and 'Career Manage...'. The 'Personal Data' tab is active, displaying a list of infotypes on the left: 'Infotype test', 'Monitoring of Tasks', 'Travel Privileges', 'Internal Data', 'Date Specifications', 'Obtains on Loan', 'Internal Medical Service', and 'Challenge'. The 'Date Specifications' infotype is selected, showing a 'Period' section with 'Fr.' and 'To' date fields, and radio buttons for 'Today', 'X11', 'Curr.week', and 'Current month'. A 'Choose' button is at the bottom of this section. A 'Direct selection' section at the bottom shows 'Infotype' as 'Date Specifications' and 'Sty' as 'S1y'. Two callout boxes are present: one pointing to the 'Copy' icon in the top-left toolbar with the text '21. Click Copy.', and another pointing to the 'Date Specifications' infotype in the list with the text '20. Select Date Specifications.'

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## TROUBLESHOOTING NOTE #2

InfoType Edit Goto Extras System Help

Copy Date Specifications

Personnel No 1500 Name Turner Status Active

EE group 1 Regular State Em. Personnel ar

EE subgroup UE Employee SSN

Start 09/21/2004 to 12/31/9999

23. Click Save.

Date Specifications

Date type	Date	Date type	Date
Z1 Original Hire Date	09/20/2004	Z2 Career Service Date	09/20/2004
Z3 Latest Hire Date	09/20/2004	Z4 Leave Accrual Date	09/20/2004

22. Enter the correct date next to the corresponding date type.



## TROUBLESHOOTING NOTE #3

InfoType Edit Goto Extras System Help

Personnel No 2435 Status Active

Start 09/20/2004 To 12/31/9999

Name

Title ☐ Name format ☐

Last name oscar Birth name

First name Martin Second name

Middle name  Initials

Designation ☐ Known As

Suffix ☐ Name

HR data

SSN 462-22-5856

Date of Birth 12/21/1967

Language English

Nationality ☐

Marital status Single

Gender ☐ Female ☒ Male

Social Insurance Number already assigned to another employee

ETR (1) (515) sapetr OVR

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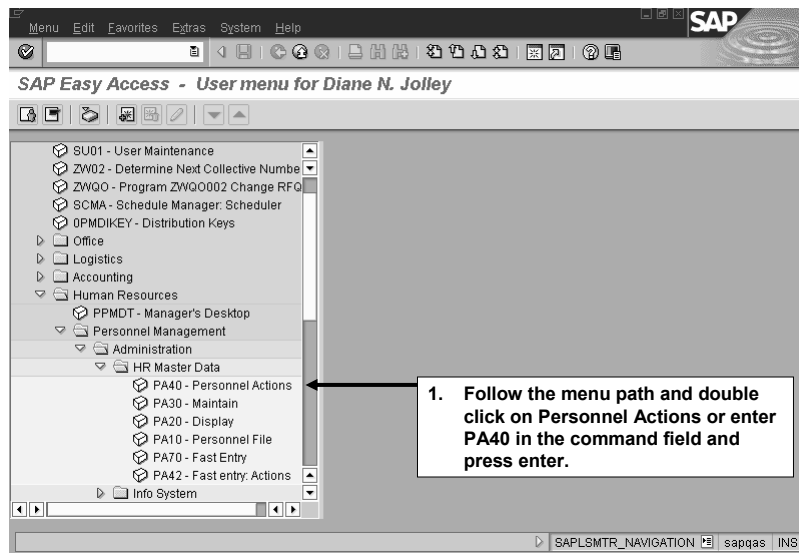
**SOCIAL SECURITY NUMBER ALREADY ASSIGNED** - If this error message is received, "Social Insurance Number already assigned to another employee" the employee already exists in AASIS.

Write down the Personnel Number created for the employee and perform a name search for the employee's original Personnel number. If a search does not produce the employee, contact OPM/State Payroll Systems to have them perform a search of all AASIS participating agencies.

If the personnel number needs to be deleted, contact OPM/State Payroll Systems and request they delete the personnel number.



## TROUBLESHOOTING NOTE #4



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**HOW TO CHANGE PERSONNEL AREA** - To change an employee's Personnel area, follow the steps in this troubleshooting note. The Personnel area can be changed before or after OPM/Class and Comp has processed the change to the position. To verify if the personnel area has been changed on the position, contact your personnel with the role of Org. and Comp. Specialist.



## TROUBLESHOOTING NOTE #4

The screenshot shows the SAP HR Master Data Personnel Actions screen. The interface includes a menu bar at the top with options like 'HR Master Data', 'Edit', 'Goto', 'Extras', 'Utilities', 'Settings', 'System', and 'Help'. Below the menu bar is a toolbar with various icons. The main area is titled 'Personnel Actions' and contains a form with the following fields: 'Personnel no.' (with a search icon), 'From' (with a search icon), and 'Personnel Actions' (a list of action types). The 'Personnel Actions' list includes: Hire, Hire Board or Commission Membr, Rehire, Re-employment of Retiree, Change in Pay/Posn Attributes, Transfer, Promotion/Demotion, DROP, LWOP - Int, Return from Leave, Termination, Retirement, Concurrent Employment, and Terminate Concurrent Empl. The 'Change in Pay/Posn Attributes' option is highlighted. At the bottom of the screen, there is a status bar with the text 'ETR (1) (510) | sapetr | INS'.

5. Click Execute.

2. Enter the employee's personnel number.

3. Enter the effective date.

4. Select Change in Pay/Posn Attributes.

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**Note: The effective date must not be earlier than the beginning of the first pay period of the fiscal year.** For example, a correction initiated on 7/6/04 may have an effective date no earlier than 6/20/04.

If it is necessary for the agency to have Master Data corrected beyond the current fiscal year limit, the agency must send a request with justification to the Payroll Manager at the Office of Personnel Management/State Payroll (fax number 501-682-5094) for approval.



## TROUBLESHOOTING NOTE #4

InfoType Edit Goto Extras System Help

Copy Actions

Execute info group Change info group

Pers.No. 1500  
Name Turner, Quartez  
EE group 1 Regular State Em. Personnel ar FA01 DFA  
EE subgroup UE Employee SSN 432-54-1442  
Start 09/20/2004 to 12/31/9999

Personnel action  
Action Type Change in PayPsn Attributes  
Reason for Action

Status  
Customer-specific No Contingent  
Employment Active  
Special payment Standard wage type

Organizational assignment  
Position 22978998 MANAGEMENT PROJECT ANA...  
Personnel area FA01 DFA  
Employee group 1 Regular State Empl  
Employee subgroup UE Employee

Additional actions

Start date	Act	Action type	ActR	Reason for act
09/20/2004	ZF	Hire	01	New Hire

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If you are changing the personnel area before the change is made by OPM/Class and Comp, then simply enter the correct Personnel area in the Personnel area field.

Follow the steps listed to complete step 7b if the personnel area change has been processed by OPM/Class and Comp:

- Highlight the position number in the 'Position' field.
- Depress the command "Ctrl" key and the "X" key (the position number will disappear from the 'Position' field) or delete the position number.
- Depress the command "Ctrl" key and the "V" key (the position number will reappear in the 'Position' field) or re-enter the same position number.



# TROUBLESHOOTING NOTE #4

Infotype Edit Goto Extras System Help

**Copy Organizational Assignment**

16. Click Enter.

17. Click Save.

Personnel data

EE group	7	State Extra/Seasonal	Personnel ar	Quater	Status	Active
EE subgroup	U0	Hourly	SSN	FA01	DFA	
Start	09/20/2004	to	12/31/9999	462-22-5856		

Enterprise structure

CoCode	ARK	State of Arkansas	Leg person			
Pers. area	FA01	DFA	Subarea	0AL2	OT,Std,HB	
Cost Ctr	383260	DFA	Bus. Area	0610	DEPT OF FINANCE AND ...	

Personnel structure

EE group	7	State Extra/Seasonal	Payr. area	11	Arkansas Bi-Weekly	
EE subgroup	U0	Hourly	Contract	1000 Hours/Year		

11. Select.

Organizational plan

Percentage	100.00					
Position	22678413	V006	BUYER II			
Job key	21667977	9999	EXTRA HELP			
Exempt	N					
Org. Unit	21705318	DIR	Directors Office			

Administrator

PersAdmin	117	Constance L. Staggars				
Time	113	Sherry Lewis				
PayAdmin	123	Linda R Hill				

12. Select.

13. Select.

14. Select.

Additional fields

Benefits Administrator	125	Phylcia Gates				
------------------------	-----	---------------	--	--	--	--

15. Select.

ETR (1) (515) sapetr OVR

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You MUST save the Organizational Assignment infotype in order for the change to be effective.



## TROUBLESHOOTING NOTE #4

The screenshot shows the SAP 'Create Planned Working Time' interface. A callout box with the text '18. Click on Next record.' points to a button in the top-left corner of the main data area. The interface includes a menu bar (Infotype, Edit, Goto, Extras, System, Help) and a toolbar. The main area contains several data fields and sections:

Personnel No.	Infotype	Name	Status	Active
7	State Extra/Seaso	FA81	DFA	

EE group	EE subgroup	Personnel ar	SSN
U0	Hourly	462-22-5856	

Start: 09/20/2004 To: 12/31/9999

**Work schedule rule**

Work schedule rule	OPEN08
Time Mgmt status	1 - Time evaluation of actual times
Working week	Sunday to Saturday

☐ Part-time employee

**Working time**

Employment percent	100.00
Daily working hours	
Weekly working hours	0.00
Monthly working hrs	0.00
Annual working hours	0.00
Weekly workdays	

☐ Dyn. daily work schedule

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Note: On the Planned Working Time, infotype 0007, DO NOT CHANGE THE INFORMATION ON THIS SCREEN. Changing the employee's personnel area does not affect the employee's Planned Worked Time.



## TROUBLESHOOTING NOTE #4

Copy Basic Pay

Person No. 1500 Name Turner Status Active

EE group 1 Regular State Em. Personnel ar FA01 DFA

EE subgroup UE Employee SSN 432-54-1442

19. Click on Next record.

Subtype 0 Basic contract

Salary Reason 02 Capacity util. level 100.00

PS type 01 Classified Work hours/period 80.00 Bi-weekly

PS area 01 State of Arkansas

PS group 20 Level 01 Annual salary 27,707.06 USD

Wa	Wage Type Long Text	O	Amount	Curr	I	A	Number	Unit	Unit
1000	Hourly rate		13.3207	USDN					
				USDN					
				USDN					
				USDN					
				USDN					
				USDN					

IV 10/20/2004 - 12/31/9999 13.3207 USDN Payroll Simulation

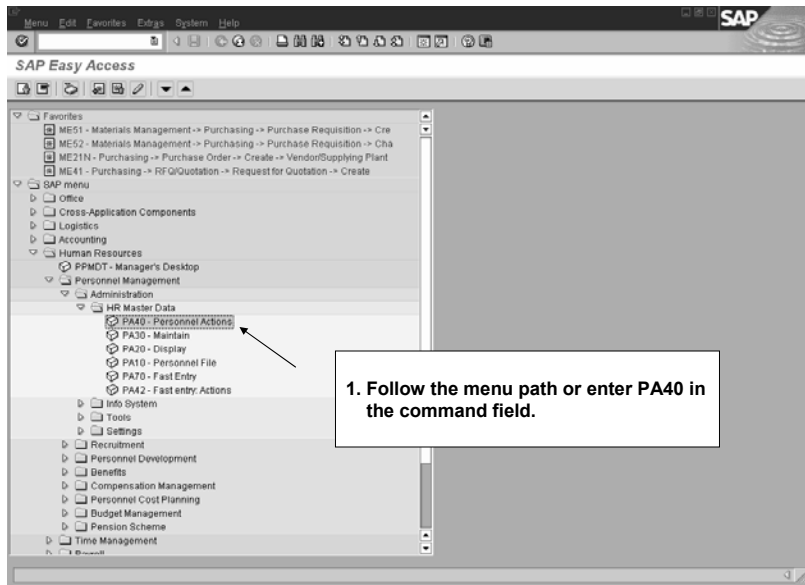
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Note: On the Basic Pay, infotype 0008, DO NOT CHANGE THE INFORMATION ON THIS SCREEN. Changing the employee's personnel area does not affect the employee's basic pay.



## TROUBLESHOOTING NOTE #5



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**HOW TO CHANGE THE PERSONNEL SUBAREA -** To change the Personnel subarea, your agency must first fill out the Exempt Job Analysis Questionnaire or the NonExempt Job Analysis Questionnaire and send to OPM/Class and Comp. If OPM approves and processes your request for personnel subarea change on the position, then your agency's personnel with the role of Agency Personnel Management must process Transaction Code PA40 – Personnel Actions – Change in Pay/Position Attributes. Follow this troubleshooting note to complete this action.



## TROUBLESHOOTING NOTE #5

The screenshot shows the SAP HR Master Data Personnel Actions screen. The interface includes a menu bar at the top with options like 'HR Master Data', 'Edit', 'Goto', 'Extras', 'Utilities', 'Settings', 'System', and 'Help'. Below the menu bar is a toolbar with various icons. The main area is titled 'Personnel Actions' and contains a form with several fields and a table.

Instructions overlaid on the screenshot:

5. Click Execute. (Points to the Execute button in the top left corner of the Personnel Actions section.)
2. Enter the employee's personnel number. (Points to the 'Personnel no.' field.)
3. Enter the effective date. (Points to the 'From' field.)
4. Select Change in Pay/Posn Attributes. (Points to the 'Change in Pay/Posn Attributes' row in the 'Action Type' table.)

The 'Personnel Actions' section includes a table with the following columns: 'Action Type', 'Effective Date', 'Start Date', 'End Date', and 'Status'. The 'Action Type' column lists various actions, including 'Hire', 'Rehire', 'Re-employment of Retiree', 'Change in Pay/Posn Attributes', 'Transfer', 'Promotion/Demotion', 'DROP', 'LWOP', 'Return from Leave', 'Termination', 'Retirement', 'Concurrent Employment', and 'Terminate Concurrent Empl.'. The 'Change in Pay/Posn Attributes' row is highlighted.

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Note: Verify with your agency's Org. and Comp. Specialist that the effective date used by OPM/Class and Comp is the beginning of the current pay period. If the date used is the beginning of the current pay period, then enter that date in the 'From' field.

If the effective date OPM used is prior to the current pay period, then enter the beginning date of the current pay period in the 'From' field. **Otherwise, your agency will receive an error in payroll.**



## TROUBLESHOOTING NOTE #5

The screenshot shows the SAP 'Copy Actions' form. Annotations include:

- 7. Click Enter.** pointing to the 'Execute info group' button.
- 8. Click Save.** pointing to the 'Save' button in the top right.
- 6. Select 'Personnel Area/subarea change' from the drop-down list.** pointing to the 'Reason for Action' dropdown menu.

**Personnel action**

Action Type	Change in PayPsn Attributes
Reason for Action	

**Status**

Customer-specific	No Concurrent Employment
Employment	Active
Special payment	Standard wage type

**Organizational assignment**

Position	22078998	MANAGEM
Personnel area	FA01	DFA
Employee group	1	Regular State E
Employee subgroup	UE	Employee

**Additional actions**

Start date	Act.	Action type	ActR	Reason for act
09/20/2004	ZF	Hire	01	New Hire



# TROUBLESHOOTING NOTE #5

Infotype Edit Data Extras System Help **SAP**

**Copy Organizational Assignment**

**14. Click Enter.** **15. Click Save.**

Personnel No.	2432	Name	Quatez	Status	Active
EE group	7	State Extra/Seaso..	Personnel ar	FA81	DFA
EE subgroup	U0	Hourly	SSN	462-22-5856	
Start	09/20/2004	to	12/31/9999	NEL1	NT,Ex,ASHB

Enterprise structure		Leg. person	
CoCode	ARK	State of Arkansas	
Pers. area	FA01	DFA	Subarea 0AL2 OT,Std,HB
Cost Ctr	383260	DFA	Bus. Area 0610 DEPT OF FINANCE AND ..

Personnel structure		Payr. area	
EE group	7	State Extra/Seasonal	11 Arkansas Bi-Weekly
EE subgroup	U0	Hourly	Contract 1000 Hours/Year

Organizational plan		Administrator	
Percentage	100.00	PersAdmin	117 Constance L. Staggers
Position	22078413	Time	113 Sherry Lewis
	BUYER II	PayAdmin	123 Linda R. Hill
Job key	21667977		
	9999		
	EXTRA HELP		
Exempt	N		
Org. Unit	21705318		
	DIR		
	Directors Office		

Additional fields	
Benefits Administrator	125 Phylcia Gato

**9. Select.** **10. Select.** **11. Select.** **12. Select.** **13 Select.**

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You **MUST** save the Organizational Assignment infotype in order for the change to be effective. Notice that the employee's 'Subarea' field is changed.



## TROUBLESHOOTING NOTE #5

infotype Edit Copy Edit System Help

16. Click save

Create Planned Working Time

Work schedule

Personnel No	1500	Name	Turner	Status	Active
EE group	1	Regular State Em.	Personnel ar	FA01	DFA
EE subgroup	UE	Employee	SSN	432-54-1442	
Start	09/20/2004	To	12/31/9999		

Work schedule rule

Work schedule rule: OPEN00

Time Mgmt status: 1 - Time evaluation of actual times

Working week: Sunday to Saturday

☐ Part-time employee

Working time

Employment percent: 100.00 ☐ Dyn. daily work schedule

Daily working hours:

Weekly working hours: 0.00

Monthly working hrs: 0.00

Annual working hours: 0.00

Weekly workdays:

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Note: On the Planned Working Time, infotype 0007, DO NOT CHANGE THE INFORMATION ON THIS SCREEN. You MUST save this screen. Otherwise, problems will occur during the payroll run.



## TROUBLESHOOTING NOTE #5

**Copy Basic Pay**

Personnel No. 1500 Name Turner Status Active

EE group 1 Regular State Em. Personnel ar FA01 DFA

EE subgroup UE Employee SSN 432-54-1442

Start

Subtype 0 Basic contract

Reason 02 Capacity util. level 100.00

PS type 01 Classified Work hours/period 00.00 Bi-weekly

PS area 01 State of Arkansas

PS group 20 Level 01 Annual salary 27,707.06 USD

Wa	Wage Type	Long Text	O	Amount	Curr	I	A	Number	Unit	Unit
1000	Hourly rate			13.3207	USDN					
					USDN					
					USDN					
					USDN					
					USDN					
					USDN					

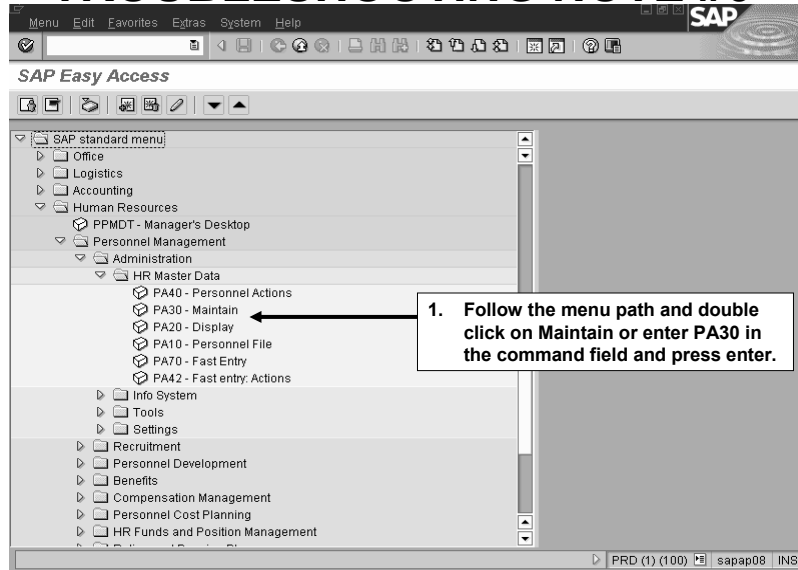
IV 10/20/2004 - 12/31/9999 13.3207 USDN Payroll Simulation

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**Note: On the Basic Pay, infotype 0008, DO NOT CHANGE THE INFORMATION ON THIS SCREEN.**

# TROUBLESHOOTING NOTE #6



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**HOW TO ADD OTHER DATE TYPES -** To add additional date types on the Date Specifications infotype, complete steps 1 thru 10.



## TROUBLESHOOTING NOTE #6

The screenshot shows the SAP HR master data entry screen. At the top, there is a menu bar with options: HR master data, Edit, Copy, Paste, Utilities, Settings, System, Help. Below the menu bar is a toolbar with various icons. The main area is divided into several sections. The top section contains fields for Personnel no. (1500), Name (Turner, Quantez), EE group (1 Regular State), Pers area (FA01 DFA), EE subgroup (VE Employee), Cost Center (393250), and Dept. A callout box with the text "3. Click Enter." points to the Personnel no. field. Another callout box with the text "2. If the Personnel number is not shown, enter the number." points to the Personnel no. field. Below these fields are tabs for Personal Data, Addtl. Employee Data, Employment Issues, and Career Manage. The Personal Data tab is selected. It contains a list of checkboxes for various data types: Infotype text, Actions, Personal Data, Organizational Assignment, Addresses, Basic Pay, Family Member/Dependents, Residence Status, Additional Personal Data, and Communication. To the right of these checkboxes is a "Period" section with radio buttons for "Today", "A11", "From curr. date", "To current date", "Curr. period", "Curr. week", "Current month", "Last week", "Last month", and "Current Year". Below the "Period" section is a "Choose" button. At the bottom of the Personal Data tab is a "Direct selection" section with fields for Infotype and STy.

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## TROUBLESHOOTING NOTE #6

The screenshot shows the SAP HR Master Data interface. At the top, there is a menu bar with options: HR master data, Edit, Goto, Extras, Utilities, Settings, System, Help. Below the menu bar is a toolbar with various icons. The main window is titled 'Maintain HR Master Data'. It contains a header section with fields for Personnel no. (2433), Name (Turner), EE group (7), EE subgroup (V9), Hourly, Cost Center (383260), and DFA. Below this is a tabbed interface with tabs: Personal Data, Addtl. Employee Data, Employment Issues, and Career Manage. The 'Addtl. Employee Data' tab is selected. On the left side of this tab, there is a list of options: Infotype text, Monitoring of Tasks, Travel Privileges, Internal Data, Date Specifications, Objects on Loan, Internal Medical Service, Challenge, and Board & Commission Member Tracki... The 'Date Specifications' option is highlighted. On the right side of the tab, there is a 'Period' section with a 'Choose' button. An arrow points from the 'Date Specifications' option to the 'Choose' button. Another arrow points from the 'Choose' button to a text box that says '5. Click on the copy button.' A third arrow points from the 'Date Specifications' option to a text box that says '4. Under the 'Addtl. Employee Data' tab, Click on Date Specifications.'

5. Click on the copy button.

4. Under the 'Addtl. Employee Data' tab, Click on Date Specifications.

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## TROUBLESHOOTING NOTE #6

Info type Edit Goto Extras System Help

Copy Date Specifications

Personnel No 1588 Name Turner Status Active  
EE group 1 Regular State Em. Personnel nr FA01 DFA  
EE subgroup UE Employees SSN 432-54-1442  
Start 09/21/2004 12/31/9999

6. Enter new start date.

Date Specifications

Date type	Date	Date type	Date
Z1 Original Hire Date	09/20/2004	Z2 Career Service Date	09/20/2004
Z3 Latest Hire Date	09/20/2004	Z4 Leave Accrual Date	09/20/2004

7. Select the 'Date type' from the drop-down list.

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## TROUBLESHOOTING NOTE #6

InfoType Edit Goto Entries System Help SAP

Copy Date Specifications

Personnel No. 1500 Name Turner Status Date type (1) - 20 Entries Found

EE group 1 Regular State Em. Personnel ar FA61 DFF Restrictions

EE subgroup 06 Employee SSN 432-54-1442

Start 09/21/2004 to 12/31/9999

Date Specifications

Date type	Date	Date type
Z1 Original Hire Date	09/20/2004	Z2 Career Serv
Z3 Latest Hire Date	09/20/2004	Z4 Leave Accru

8. Select a Date type.

9. Click Copy.

D1 Date type

NR 457/CatchUp Reti Date

Z1 Original Hire Date

Z2 Career Service Date

Z3 Latest Hire Date

Z4 Leave Accrual Date

Z5 Last Working Day

Z6 Last Pay Date

Z7 Vesting Date

Z9 Perf. Eval. Date

ZA CLIP Date

ZB Trooper Eff. Date

ZC Med. Care Ret. Date

ZD Graduation Date

ZE Anniversary Date

ZF Death Date

ZG DROP Start Date

ZH DROP End Date

ZI STAR Start Date

ZJ STAR End Date

20 Entries Found

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## TROUBLESHOOTING NOTE #6

The screenshot shows the 'Copy Date Specifications' dialog box in SAP. It contains fields for 'EE group', 'EE subgroup', 'Start', 'Date type', and 'Date'. The 'Date type' field is highlighted with a callout box labeled '10. Enter the Date.' The 'Date' field is highlighted with a callout box labeled '11. Click Enter.' The 'Date type' field is also highlighted with a callout box labeled '12. Click Save.'

Date type	Date	Date type	Date
Z1 Original Hire Date	09/20/2004	Z2 Career Service Date	09/20/2004
Z3 Latest Hire Date	09/20/2004	Z4 Leave Accrual Date	09/20/2004
Z2	09/19/2005		

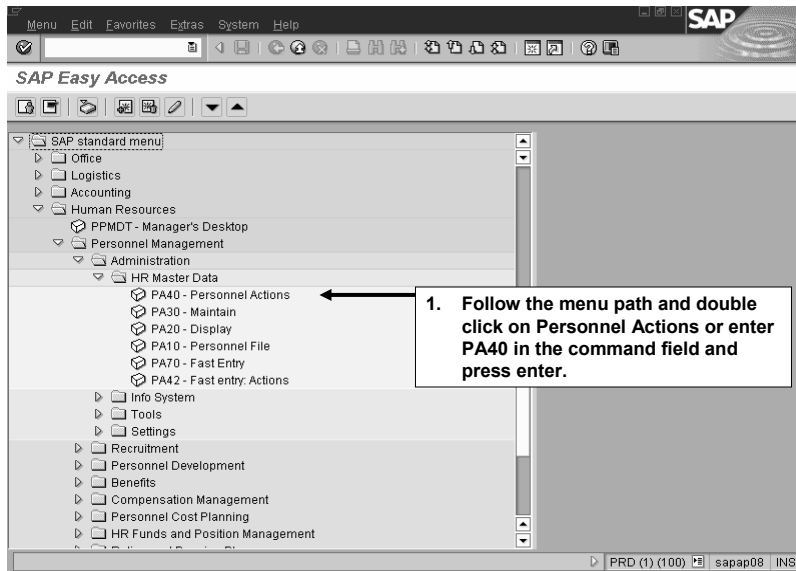
You will receive a message record saved.

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**Note:** You MUST always have a Date type and Date for Original Hire Date, Career Service Date, Latest Hire Date and Leave Accrual Date. This includes all employees, even extra-help and those employees who are not eligible to accrue leave. Otherwise, the employee's record will error out during the payroll run. Your agency will be required to correct the problem, in order for that employee to be paid.

# TROUBLESHOOTING NOTE #7



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**RE-EXECUTE AN ACTION (PA40)** - This procedure provides instruction on how to re-execute an action if you were not able to complete the entire action process. Any Personnel Action can be re-executed.



## TROUBLESHOOTING NOTE #7

HR Master Data Edit Goto Extras Utilities Settings System Help

Personnel Actions

4. Click Execute.

Personnel no. 2433  
Name Turner, Quartez  
EE group 7 State Extra/Sea. Pers. area FA01 DFA  
EE subgroup U0 Hourly Cost Center 983260 DFA  
From 07/05/2005

2. Re-enter the effective date of the action. For this example, we are using the hire date.

3. Select the Action. For this example, we are using the Hire action.

Personnel Actions  
Action Type  
Hire  
Hire Board or Commission Membr  
Rehire  
Re-employment of Retiree  
Change in Pay/Posn Attributes  
Termination  
Retirement  
Concurrent Employment  
Terminate Concurrent Empl

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# TROUBLESHOOTING NOTE #7

InfoHelp Edit Goto Extras System Help

Change Actions

Execute info group Change info group

Pers.No. 1498  
Name Turner, Quartez  
EE group 7 State Extra/Seaso. Personnel ar FA01 DFA  
EE subgroup 08 Hourly SSN  
Start 09/20/2004 to 10/21/2004

6. Click 'Execute info group.'

Personnel action  
Action Type Hire  
Reason for Action 01 New Hire

Status  
Customer-specific No Concurrent Employment  
Employment Active  
Special payment Standard wage type

Organizational assignment  
Position 2287841 BUYER II  
Personnel area FA01 DFA  
Employee group 7 State Extra/Seasonal  
Employee subgroup 08 Hourly

5. Re-enter the position number.

Additional actions

Start date	Act	Action type	ActR	Reason for act
09/20/2004	ZF	Hire	01	New Hire

Note: The system message will indicate 'Person already hired.'

Person already hired

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## TROUBLESHOOTING NOTE #7

The screenshot shows the SAP HRPA-Personnel Administration interface. A warning message box is displayed over the main form, stating: "Warning: Personnel action infotype not saved with 'execute info group' function!". The message box has "Continue" and "Back" buttons. A callout box with the text "7. Select Continue." points to the "Continue" button. The background form shows employee data for Person No. 1498, Name Turner, Oscar L, and various organizational and personnel details.

Start date	Act	Action type	ActR	Reason for act
09/20/2004	ZF	Hire	01	New Hire

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**Note:** Validate the message that appears and continue. The message may not always display the same.



# TROUBLESHOOTING NOTE #7

Infotype Edit Goto Extras System Help

Copy Personal Data

**8. Select Next record.**

Personnel No	2432	Name	Quatez	Status	Active
EE group	7	State Extra/Seaso...	Personnel ar	FA01	DFA
EE subgroup	08	Hourly	SSN	462-22-5856	
Start	09/20/2004	To	12/31/9999		

Name

Title

Last name

First name

Middle name

Designation

Suffix

Name

Name format

Birth name

Second name

Initials

Known As

Quatez Turner

HR data

SSN

Date of Birth

Language

Nationality

Marital status

Gender

☐ Female ☒ Male

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NOTE: This record was created before the Action was exited. Therefore, 'Copy Personal Data' is reflected instead of 'Create Personal Data.'



## TROUBLESHOOTING NOTE #7

The screenshot shows the SAP 'Create Organizational Assignment' infotype. The interface includes a menu bar (Infotype, Edit, Goto, Extras, System, Help) and a toolbar. The main form is divided into several sections: Personnel, Enterprise structure, Personnel structure, Organizational plan, and Additional fields. Numbered callouts point to specific fields and buttons:

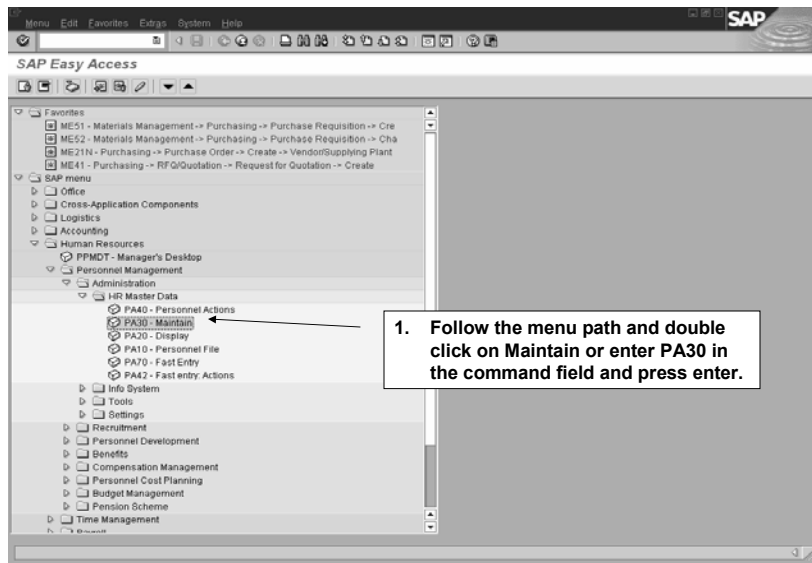
- 14. Click Enter. (points to the 'Assignment' button in the Organizational plan section)
- 15. Click Save. (points to the 'Save' button in the top toolbar)
- 09. Select work contract. (points to the 'Contract' field in the Personnel structure section)
- 10. Select Personnel Adm. (points to the 'PersAdmin' field in the Organizational plan section)
- 11. Select Time Adm. (points to the 'Time' field in the Organizational plan section)
- 12. Select Payroll Adm. (points to the 'PayAdmin' field in the Organizational plan section)
- 13. Select Benefit Adm. (points to the 'Benefits Administrator' checkbox in the Additional fields section)

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Note: The infotype indicates 'Create Organizational Assignment'. Therefore, this indicates that the Action was exited before this infotype was created. Enter all necessary information. Click Enter and then click Save. You will need to complete the remaining infotypes in the Action and save them.

## TROUBLESHOOTING NOTE #8



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**HOW TO DISPLAY THE COLA-** This procedure provides instructions on how to display the Compensation Adjustment infotype 0380, annual COLA increase (Cost of Living Adjustment). COLA is effective July 1, based on the employee annual salary as of June 30.



## TROUBLESHOOTING NOTE #8

The screenshot shows the SAP HR Master Data display for personnel number 51145. The interface includes a menu bar at the top with options like 'HR master data', 'Edit', 'Info', 'Extras', 'Utilities', 'Settings', 'System', and 'Help'. Below the menu is a toolbar with various icons. The main area is titled 'Display HR Master Data' and contains a list of data fields on the left, including 'Personnel no.', 'Name', 'EE group', 'EE subgroup', 'Personal Data', 'Addresses', 'Basic Pay', 'Family Member/Dependents', 'Residence Status', 'Additional Personal Data', and 'Communication'. A 'Period' selection dialog is open, showing options for 'Today', 'All', 'From curr. date', 'To current date', 'Curr. period', 'Curr. week', 'Current month', 'Last week', 'Last month', and 'Current Year'. A 'Choose' button is at the bottom of the dialog. The status bar at the bottom indicates 'PRD (1) (100) sapap04 INS'. Three callout boxes provide instructions: '2. Enter personnel number' points to the personnel number field; '3. Enter 0380 in the infotype direct selection field.' points to the 'Direct selection' field; and '4. Click on the overview icon' points to the overview icon in the top left corner.

2. Enter personnel number

4. Click on the overview icon

3. Enter 0380 in the infotype direct selection field.

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**NOTE: DO NOT** attempt to delete the COLA record on the basic pay screen. This action **MUST** be performed by the ASC staff in order to maintain the historical COLA records. Contact the AASIS Help Desk @ 683-2255 for assistance.



## TROUBLESHOOTING NOTE #8

The screenshot shows the SAP HRPA-Personnel Administration interface. A menu is open with the 'Choose' option highlighted. A callout box points to the 'EDIT' button on the toolbar, stating: '5. Click on **EDIT** on the toolbar select **CHOOSE**.' Another callout box points to a record in the table, stating: '4. Select the record with valid "from date" (07/01/04) to View current year COLA Percentage and amounts.'

Adjustment type	Planning Status	Valid From	Total	Curr.
Cost of Living Adju. Active		07/01/2002		642.5900 USDN
Cost of Living Adju. Active		07/01/2003		684.1100 USDN
Cost of Living Adju. Active		07/01/2004		744.8500 USDN

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**NOTE:** The COLA- is not given to extra help employees. If you decide to give an Extra Help employee an increase in pay, a Change in Pay/Position Attributes personnel action must be performed. The Reason Code on the Action infotype (0000) should reflect 03 (Adjustment Correction). The Reason Code on the Basic Pay Infotype (0008) should reflect 01 (Within Range).



# TROUBLESHOOTING NOTE #8

SAP

Display Compensation Adjustment

Personnel No: 11146 Name: GWINNETT Status: Active  
EE group: 1 Regular State Em. Personnel ar: FA02 DFA  
EE subgroup: UC Employee SSN: 432-45-4411  
Start: 07/01/2004 to: 06/30/2005 Chg: 06/30/2004 DFA63224

Area: Arkansas

Adjustment:  
Adjust. reason: 01 Annual COLA adjustme... Status: Active  
Adjustment type: COLA Cost of Living Adjust... Effective date: 07/01/2004

Basic pay:  
Base: ASAL 06/30/2004 27,604.7200 USDN Annually

Currency: USDN

WT	Wage type	Amount	% increase
1050	Salary increase	744.8500	2.70
Total:		744.8500	2.70

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6. Percentage increase amount annual.

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# Questions and Answers

